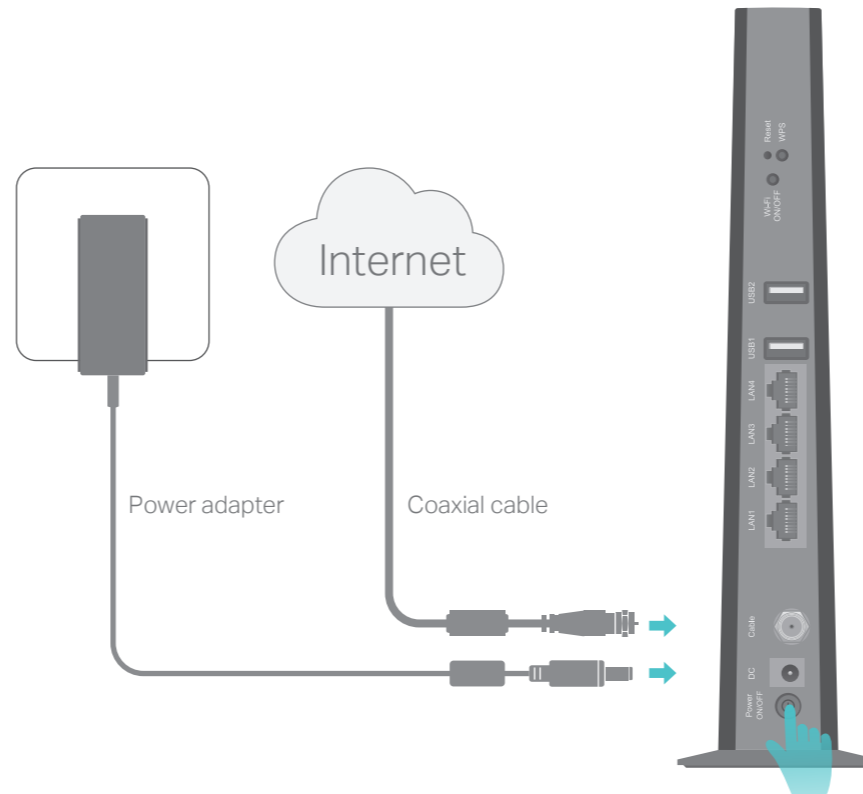# tp-link

Quick Installation Guide

AC1900 Wireless Dual Band DOCSIS 3.0
Cable Modem Router

CR1900

Connect the Hardware

1 Connect the coaxial cable and power adapter to the modem router, then power on your modem router.


Power adapter   Coaxial cable

Internet

2 Wait for about 1 minute until the following LEDs turn solid on.

Notes: 1. Keep the power on at all times during this process.
2. If the Internet LED does not turn solid after about 1 minute, call your ISP's customer service.
3. If the Wireless LED is off, press the Wi-Fi ON/OFF button on the back panel, then check the LEDs again.

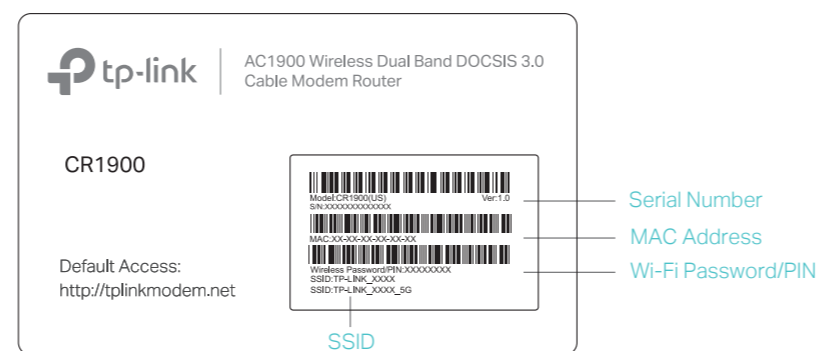**3** Connect your device to the modem router via a wired or wireless connection.

Wired: Connect the computer to the modem router's LAN port via an Ethernet cable.

Wireless: On your device, select and connect to the modem router's wireless network. The default wireless network name (SSID) and password are printed on the Information Card found in the modem router's packaging.

Alternatively, you can set up a connection via the WPS button, which is on the back panel of the modem router. For more information about WPS, refer to the User Manual at http://www.tp-link.com.

Ethernet cable
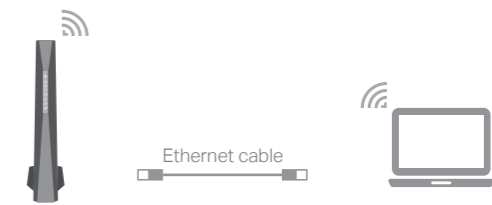
Activate the Modem Router

1 Get your internet service account information and the modem router's Information Card ready.

Information Card

tp-link   AC1900 Wireless Dual Band DOCSIS 3.0 Cable Modem Router

CR1900

Default Access:
http://tplinkmodem.net

ModelCR1900(US)   Ver:1.0
S/N XXXXXXXXXXXXX
MAC XX-XX-XX-XX-XX-XX
Wireless Password/PIN XXXXXXXX
SSID TP-LINK_XXXX
SSID TP-LINK_XXXX_5G

Serial Number
MAC Address
Wi-Fi Password/PIN

SSID

2 Make sure your computer is set to dynamically obtain an IP address.

3 Launch a web browser, and visit any website. You will be automatically redirected to your service provider's self-activation page.

4 Follow the on-screen instruction to activate the modem router.

If you have any problem activating your modem router, please contact your Internet Service Provider (ISP).

Contact information of major cable ISPs:

Bright House:	1-855-222-0102
Charter:	1-888-438-2427
Cox:	1-888-556-1193
Time Warner Cable:	1-888-892-2253

The listed contact information may change. You can also find the contact information in your monthly internet service billing statement.

Enjoy the Internet

After activating your modem router successfully, wait for about 10 minutes till these LEDs become solid on, then you can enjoy the internet.

Note: If you are unable to access the internet, refer to FAQ > Q1 for instructions.

If you want to customize the wireless network, please flip this piece of paper to see detailed instructions.

Customize the Wireless Network

1. Connect your device to the modem router via a wired or wireless connection.

2. Launch a web browser and type in http://tplinkmodem.net or http://192.168.1.1. Create a new password (1-15 characters) and click Save.

   Note: If the login page does not appear, please refer to FAQ > Q2.

   | http://tplinkmodem.net |

   New Password

   | Low | Middle | High |

   Confirm Password

   Save

3. Enter the password you created and click Log in.

   Note: For subsequent logins, you only need to enter the password that you have created.

4. Go to Basic > Wireless to personalize your wireless network name (SSID) and password, then click Save.

   Once done, you will need to reconnect to your wireless network using the new SSID and password.

   Note: To enable and customize guest network, go to Basic > Guest Network.

LED Indicators

| LED	Status	Indication
(Power)	On/Off	Power is on/off.
(Downstream)	White	The modem router has synchronized one channel.
	Green	The modem router has synchronized more than one channel.
	Flashing	The modem router is scanning for downstream channels.
	Off	The synchronization has not started or has failed.
(Upstream)	White	The modem router has synchronized one channel.
	Green	The modem router has synchronized more than one channel.
	Flashing	The modem router is synchronizing upstream channels.
	Off	The synchronization has not started or has failed.
(Internet)	On/Off	Internet service is available/unavailable.
	Flashing	The modem router is attempting to connect to the internet.
(LAN)	On	At least one LAN port is connected to a powered-on device.
	Off	No LAN port is connected to a powered-on device.
(USB)	On	The inserted USB device is ready to use.
	Flashing	A USB device is being identified.
	Off	No USB device is plugged into the USB port.
(Wireless)	On/Off	The wireless function is enabled/disabled.
(WPS)	On/Off	This light remains on for 5 minutes when a WPS connection is established, then turns off.
	Flashing	WPS connection is in progress. This may take up to 2 minutes.

Tether App

To manage your network conveniently on your mobile device, scan the QR code to download the Tether App.

USB Features

The USB ports can be used for media sharing, storage sharing and printer sharing within your local network. You can also set up an FTP server to access your files remotely through the internet.
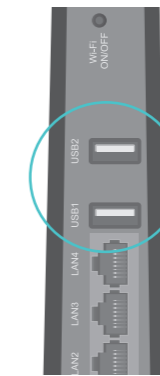
USB Ports for Sharing

Remote Access via FTP Server

Media Sharing

Local Storage Sharing

Printer Sharing

To learn more about the USB features, visit http://tp-link.com/app/usb, or simply scan the QR code.

Safety Information

The product should be connected to cable distribution system that grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93 - Grounding of Outer Conductive Shield of a Coaxial Cable.

FAQ (Frequently Asked Questions)

Q1. What can I do if I cannot access the internet?

A1. Make sure all cables are properly and securely connected to the modem router.

A2. Contact your internet service provider to make sure the modem router is activated.

A3. Contact our Technical Support if the problem persists.

Q2. What can I do if the login page does not appear?

A1. If the computer is set to a static or fixed IP address, change the computer's setting to obtain an IP address automatically.

A2. Make sure http://tplinkmodem.net or http://192.168.1.1 is correctly entered in the web browser.

A3. Use another web browser and try again.

A4. Reboot your modem router and try again.

A5. Disable then re-enable the network adapter being used.

Q3. What can I do if I forgot my password?

• For the web management page password:

A. Refer to FAQ > Q4 to reset the modem router, and then set a new password to log in.

• For the wireless password:

A1. The default Wi-Fi Password/PIN is printed on the Information Card or the product label at the bottom of the modem router.

A2. If the default wireless password has been changed, log in to the web management page and go to Basic > Wireless to retrieve or reset your password.

• For the Guest Network password:

A. Log in to the web management page and go to Basic > Guest Network to retrieve or reset the password.

Q4. How do I restore the modem router to its factory default settings?

A1. With the modem router powered on, press and hold the Reset button on the rear panel of the modem router for at least 8 seconds until all LEDs turn back on, then release the button.

A2. Log in to the web management page of the modem router. Go to Advanced > System Tools > Backup & Restore and click Reset. The modem router will restore and reboot automatically.

For advanced configuration, refer to the User Manual which can be downloaded at http://www.tp-link.us/support/download.
For additional FAQs, visit http://www.tp-link.us/support/faq.
For further assistance, contact Technical Support at 1-866-225-8139 or visit http://www.tp-link.us/support/contact.